

MANAGERIAL DEVELOPMENT TO IMPROVE SERVICE QUALITY FOR MANAGERS OF SPORT FACILITIES AT FIK UNY

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ABSTRACT

The sports infrastructure and facilities are not yet fully adequate, complete and standardized because they have not implemented proper facility management. Facility management is a process of activities that are planned, organized, directed, and controlled against objects in an efficient and efficient manner so that they are always ready for use. This managerial development aims to improve the quality of services so as to facilitate the needs of the general public and athletes who want to maximize the use of sports facilities at FIK UNY. The PPM program with the theme of managerial development is in order to improve the quality of services for sports facility managers at FIK UNY so that management can be more optimal in their services. The design, strategy and implementation plan of activities consist of (1) grouping 72 employees who manage sports facilities at FIK UNY, (2) providing material on facility management in two stages, theoretical and practical, (3) theoretical material which includes a) functions management, b) risk management, c) factors and maintenance of sports facilities and d) quality of service (4) practical material consists of direct service quality assessment, which includes: a) Reliability, b) Responsiveness, c) Assurance d) Empaty, and e) Tangibles. The main target of this activity is all employees who manage sports facilities in the FIK UNY environment. The results of activities in the managerial coaching of sports facility management employees received excellent appreciation from the participants. It was said that because the participants were enthusiastic in participating in the activity, it was proven by the feedback when the question section was conducted. In addition, participants also gain managerial insight in managing sports facilities related to management functions, risk management, careful and precise maintenance of sports facilities in relation to service quality. After the implementation of managerial guidance, the quality of the sports facilities management service at FIK UNY in terms of reliability, responsiveness, assurance, empathy and tangibles was very good with a percentage of 77.78% and service quality in the good category of 22.22%.

Kata Kunci: *managerial, service quality, sports facilities*